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Review of the Development Data Bases Service

International Development Research Centre

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Prepared by: Ellen M. Pearson

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Summary

This consultancy began in mid-December, 1989, with a two-day site visit to confer with the Associate Director, Information Services Division, to discuss methodology. It was agreed to proceed using interviews with selected IDRC staff members, a questionnaire to seek opinions and information from the present Development Data Bases (DDB) Service client base, and a review of selected documentation. The interviews were conducted during this first visit. The questionnaire was developed and distributed in December and January, with close consultation and co-operation of the designated IDRC Information Division group; translation was provided by IDRC. One hundred and seventy-eight questionnaires were mailed - the return rate was 60%. The questionnaire responses were received by the consultant and analyzed in February and March, 1990. A second one-day site visit was made late in February for individual and group discussions with the Associate Director, the Head of Reference, and the Data Bases Service Manager, during which it was agreed to enlarge slightly the information analysis. A short extension of the report submission deadline was discussed and agreed with the Associate Director in early March.

During the information gathering process for this evaluation of the Development Data Bases Service, it became clear that the DDB Service fills a niche in information support for Canadians. When one considers Canada's role and co-operation with/support of Third World countries and our on-going support of the United Nations and its activities, the importance of this unique service becomes even more evident as an information resource in direct support of these activities.

Therefore, the major recommendation is that the DDB Service should continue, and that a few complementary data bases not now readily available to Canadians should be added to round out the service to the Canadian community as a basic information resource for development activities

Those who use the DDB Service, even relatively infrequently, have indicated that they would continue to use the service even if a modest charge were instituted - though naturally they would regret its necessity. However, before any charging structure is put into place, it is essential that the user or human interface be improved, and that the various

communication vehicles be upgraded (basically the *Users' Manual - Query / MINISIS* , the *Data Base Descriptions and Field Nomenclature* , and the main tool for on-going communication with users, *Communiqué*). Therefore, I recommend that the interface improvement be integrated with the present on-going system changes, and that the various communication publications be revised and improved as part of this process.

In order to achieve these improvements, it is recommended that the position of DDB Service Manager become the focus for interaction with users or account holders, with members of the IDRC Library Reference Staff (who are prime users) involved in providing assistance and first-line back-up support for communication, training, and other similar activities as required. The present job description for this position should be reviewed and re-written where necessary, and arrangements should be made to provide support and resources to enable the DDB Service Manager to accomplish these tasks.

Recommendations

1. That the Development Data Bases (DDB) Service fills an important niche in information support for Canadians and should continue.
2. That a few complementary data bases not now readily available to Canadians be added to round out the service to the Canadian community as a basic information source for development activities.
3. That both the user / human interface and the DDB Service communications (*Users' Manual - Query / MINISIS, Development Data Bases Descriptions and Communiqué*) be improved before any charging structure is put into place.
4. That these improvements be integrated with the present system changes underway as much as possible.
5. That the position of Development Data Bases Service Manager become the focus for interaction with users, with members of the IDRC Library Reference group

involved in providing assistance and back-up for communication, training, and other similar activities as required.

6. That the job description for the DDB Service Manager be reviewed and re-written where necessary to reflect these changes, and that arrangements be made to provide support to enable the DDB Service Manager to accomplish these tasks.
7. That DEVSIS, SALUS and NRG be integrated with the BIBLIOL data base.
8. That more emphasis be put on training activities, including consideration of developing a self-instructional package.
9. That building the user clientele begin with the present group of account holders.
10. That the formation of a small Advisory Group be considered.
11. That in developing any charging structure, consideration be given to differentiating between for-profit and not-for-profit clients.
12. In the longer term, that the feasibility of using CD-ROM technology be considered for distribution of the DDB Service and as a method of providing back-up to the OPAC; this could then replace the provision of microform.

Acknowledgements

I would like to express my appreciation to all the members of the International Development Research Centre staff who arranged their schedules to accommodate the interviews. In doing this evaluation, I found everyone very co-operative, and I received a high level of co-operation. It was very evident to me that this is a well motivated and enthusiastic group of people. I would also like to thank all the questionnaire recipients who responded in a very timely fashion at relatively short notice. In addition to those who participated directly in the information gathering process (especially Valerie Monkhouse, Bev Chataway and Alain Lamirande), I would like to thank Bibi Hussein at IDRC for assisting with various logistical arrangements and Jeannette Davidson at Guelph for secretarial support.

Ellen M. Pearson
March 19h, 1990.

Introduction

Terms of Reference:

In November 1989, a proposal for a review of the Development Data Bases (DDB) Service was submitted. The initial proposal was revised at a meeting with the Associate Director, Information Services, and the terms of reference for the study were agreed as follows:

The consultant would assess the Development Data Bases Service, and specifically

- a) in writing the evaluation report, address the following topics:
 - user community, and potential clients,
 - data base content,
 - new technologies, and what impact these might have for the Development Data Bases service, and
 - recommendations, including but not restricted to the client base, resource allocation and recovery.
- b) conduct the study in close co-operation with appropriate members of the Centre Library staff;
- c) review and analyze library files and conduct a survey of users by interview and/or questionnaires
- d) analyze the results and make recommendations for the planning or modifying of future services; and
- e) submit a detailed and satisfactory final report of the work accomplished to the Director of the Information Services Division of the Centre by March 15th, 1990. [this date was extended to March 20th with the agreement of the Associate Director].

Methodology:

The Advisory Group from IDRC consisted of the following membership:

- V. Monkhouse, Associate Director, Information Sciences
- B. Chataway, Library and Bibliographic Services Officer
- A. Lamirande, Data Base Manager

The study was done under the direction of the Associate Director, Information Sciences, with discussion and co-operation from all members of the advisory group. Information was sought from the present user community by means of a questionnaire

1. The questionnaire was developed to survey opinions and to sample responses of the present user group to a number of questions about the the development data bases, the client services such as documentation, training, and user assistance or help desk services, and to elicit some opinions that might guide future planning. The instrument was designed by E. Pearson and B. Chataway, with a final edit provided by V. Monkhouse, B. Chataway and A. Lamirande. French translation of the questionnaire and the accompanying letter was provided by IDRC.

2. Interviews were conducted with the following members of the IDRC group:
December 14th and 15th:

- Valerie Monkhouse - Associate Director, Information Sciences Division
- Bev Chataway - Library and Bibliographic Services Officer
- Alain Lamirande, Manager of the Development Data Base Service, and
Coordinator, Regional Information Services
- Alain Lamirande and Madelaine Audet - present and past co-ordinators of the
Development Data Base Service (Margo Hawley was unable to attend this
session)
- Mary Campbell - Data Base Specialist, IDIRIS Project Co-ordinator, and
MINISIS Outreach
- Paul McConnell - Acting Director, Information Sciences Division
- Jean-Marc Fleury - Public Education Officer, Communications Division

February 19th:

Valerie Monkhouse

&

Bev Chataway

- for a general discussion of the draft report

Bev Chataway &

Alain Lamirande

continuing general discussion of the draft report, focussing on specific aspects of the report

3. Documentation supplied by IDRC:

- Users' Manual - Query / MINISIS - IDRC-doc-405, July 1987
- Data Base Descriptions and Field Nomenclature - IDRC November 1988
- Cumulative List of IDRC In-House Additions to the Macrothesaurus - Dec. 1, 1988
- Inter-Agency Development Research Information System (IDRIS) - User's Guide - IDRC, May 1989
- System Specification and Data Base Design for an Inter-Agency Development Research Information System (IDRIS): Pilot Project - IDRC-doc-359, 1983
- Usage Statistics - Development Data Bases:
 - April 1, 1986 - March 31, 1987 (annual cumulation)
 - April 1, 1987 - March 31, 1988 (annual cumulation)
 - April 1, 1988 - March 31, 1989 (annual cumulation)
 - April 1, 1989 - December 31, 1989 (monthly summaries)
- Studies by previous consultants, and notes from a review of the IDRC data bases prepared by W.L. Chee, a student at SLIS, Univ. of Western Ontario.
- Your Library Database - a checklist for decision making; prepared Helen Rogers for the Workshop on Federal Government Databases sponsored by the Systems and Networks Committee, Council of Federal Libraries, held in Ottawa, 11 May, 1988.

B

General Information

One hundred and seventy-eight questionnaires were mailed to users in Canada and several foreign countries - about 80% of users are located in Canada, with 25% of these at IDRC. Most of the non-IDRC Canadian users are located in Ontario and Quebec, approximately 2 : 1. (see Table A1 for specific distribution).

One hundred and seven questionnaires were returned (60% return rate), 85% of which came from the Canadian users, which is not surprising. About one-third of the foreign users responded.

Of the 70 users who expressed an opinion on their use pattern, less than 1/3 considered themselves frequent users; almost half felt they were occasional users. This is supported by the usage statistics which show that more than half the users show less than 25 sessions during 1988-1989 year, 70% of the users show less than 50 sessions during the same period.

The heavier system users (> 100 sessions in 1988-89) are increasing - to about 17% of user sessions during that year. (See Table A2 for details of system use from April 1, 1986, through March 31st, 1989.).

There is great potential for encouraging the less frequent users to become more proficient and to make more use of the Development Data Bases Service. They are identifiable, both from the actual usage, and from their questionnaire responses, and a judicious use of the information they provided could lead to a more productive and positive relationship.

The following comments were made by those who rate themselves as non-users:

- Need training, either never had it or need an refresher course: (2 respondents)
- No demand for the subject matter covered by the data bases: (from 6 Canadian respondents, 1 foreign)
- Telecommunications problems: (2 in Canada, 2 foreign)

The Users:

For the purpose of this study, the users are defined as all account holders searching the Development Data Bases Service directly, including the IDRC reference librarians who provide intermediary services as part of the Library's reference service. During the February 19th site visit, it was agreed that the IDRC account holders would be considered a distinct user group and a separate summary of their responses to some areas of the questionnaire would be provided. (Appendix I)

These direct users expressed their opinions via the questionnaire which was mailed to all account holders. Of the present account holders, in addition to the 35 members of the IDRC staff, 103 are located in Canadian organizations and institutions, and 33 are located outside the country. (See Table A1 for specific distribution.) One-third of the respondents reported that they use the DDB Service relatively frequently; half of the respondents rated their use as infrequent or only occasional. It would seem that there is a real opportunity for building a more active clientele among this latter group.

Those account holders who indicated that they do not use the Development Data Bases Service offered three main reasons: lack of training, telecommunications problems, and no real need or demand at this time for the subject matter covered by the DDB Service. While IDRC cannot be expected to do much about the last one, it should be possible to work at eliminating the first two.

I would recommend that the DDB Service concentrate first on getting its present group of users up to speed before seeking new clients. "Word of mouth" is still an excellent form of advertising, and, from the very favourable comments made by at least some of the present user group, the DDB Service can rely on their support to "spread the word", once the user interface and manual are upgraded and regular avenues of communication are established. These methods will permit a controlled and gradual growth that could be handled within with present staff complement.

- **Who searches the Development Data Bases Service?**

Librarians do most of the data base searching. This response is not surprising, since intermediary searching is still more common than end-user searching, despite the efforts of the larger commercial data base systems to attract individuals to search for themselves by offering special rates and specially-designed end-user search software. Combining the others in the group who may search on behalf of the end-users, the obvious intermediaries outnumber any other individual group by a factor of almost ten. In addition to the categories listed in the questionnaire, several examples of users were given. Details are shown in Table B1.

- **For what purposes is the DDB service used?**

The first choice was to find information to satisfy specific requests (64), followed by preparing bibliographies (48); and then by verification of references or location of specific items (for interlibrary loans or photocopy requesting), with 28 each; document delivery (to request loans or photocopies) (10) was not a frequent choice.. Almost without exception, respondents indicated more than one reason.

Other reasons given for using the Development Data Bases Service are listed in Table B2.

B

Table A1

Distribution of the User Population

	Number mailed	Number returned
Canada:		
Nova Scotia	11	9
Newfoundland	1	1
New Brunswick	2	2
Prince Edward Island	0	0
Quebec	25	13
Ontario		
Ottawa/Hull	21	14
Other	31	19
Manitoba	1	1
Saskatchewan	2	2
Alberta	8	4
British Columbia	3	2
Yukon	0	0
North West Territories	0	0
IDRC staff members	38	
Library		7
Other IDRC		16
Canadian total:	145	90
Foreign:		
United States	12	5
United Nations		
U. S. based	5	4
Geneva	1	1
Australia	3	0

Egypt	1	0
Germany	1	0
Italy	1	1
Japan	2	2
Norway	1	1
Sweden	2	0
Thailand	1	1
Tunesia	1	.0
United Kingdom	1	1
West Indies	1	1
Foreign Total	33	17
Over-all Total	178	107

Return rate = 60%

Table A2

**Analysis of actual use of the DDB service
from 1 April 1986 to 31 March 1989**

Uses per year	86.04.01- 87.03.31	87.04.01 88.03.31	88.04.01- 89.03.31
< 10	19	17	44
10-24	16	19	30
25-49	18	20	16
50-74	5	5	9
75-99	4	3	7
100-124	1	2	8
125-149	-	2	4
150-174	1	1	-
175-199	-	-	3
200-224	1	1	-
225-249	1	-	1
250-299	1	2	-
300-399	2	-	1
400-499	-	-	1
500-599	-	1	-
600-699	-	-	1
700-799	-	-	2
800-899	-	-	-
900-999	-	-	-

> 1000

X = 1089
IDRC-OTHER 1337
IDRC-REF 4339

X = 1008
IDRC-OTHER 1949
IDRC-REF 5608

REF 6423

Number of
non-users

37

36

not indicated

Table A2 - internal use only

Analysis of actual use of the DDB Service from 1 April 1986 to 31 March 1989

Uses per year	86.04.01- 87.03.31	87.04.01- 88.03.31	88.04.01- 89.03.31
< 10	ACIAR, ALBEDUC, BROCK CECIBIB, CONCORD, CSTECH DOE, ECLAC, HOSPIT, ICOD ITCOM, KELLOGG LAKEHEAD, LAVAL LETHBR, MCMASTER PLAINS, UNDAG, UNUTJ	ACIAR, ALBEDUC, APFC CECIBIB, CRIQ, FORDFN FPPI, LACKEHEAD, LAURENT MINCOM, NORSO, OXFAMCA POLYT, SECETAT, UBC UCCBIC, UNUTJ	ATILRDC, ALBAGR, ASRO BROCK, CCISLAV, CIPSL, DBRF DEVCOM, ECLAC, EDP, ENAP FACMED, FORDFN, FREEHUNG GLOBECC, CUTHARN, INTERACT JANDRE, LAKEHEAD, LAURENT LAURIER, LAVSCI, LIBPARL, MACSCI MANITOBA, MARY, MCMASTER METRO, MINCOM, MINEDUC NICKCOP, POLYT, ROBERT, ROCKFN ROSS, SAREC, SASK, SLAIS, TORONT TUNIS, UNUTJ, UQUAC, WHEATON XAVIER
10-24	CCIC, EHEC, ENAP LIBPARL, MANITOBA MINEDUC, MONTRBIB POLYT, QUEENS, SECETAT SHERB, SIMON, SLIS TORONTO, UBC, UOVAN	CALGARY, CCLC, CONCORD DOE, ECLAC, ENAP, INTERACT KELLOGG, LABCAN, LAVAL LOOA, MANITOBA, MCMASTER METRO, MONTRBIB, NFLD SHERB, TORONTO, UOVAN	ACCIS, AGRIC, ALBERTA AMELIE, ATSUKO, BEVCHAT, BILL CALGARY, CCLC, CECIBIB CHRISSE, DOE, EHEC, ERG IMFJL, JICA, LARO, MAC, NFLD NORSO, OXFAMCA, QUEENS, SECETAT SHERB, SLIS, TESUQAM, TRADUC UBC, UNCSTD, UOVAN
25-49	ALBERTA, CCLC, CDEVAS CSIRO, GLOBEC, GUELPH IMFJL, LAURENT, LOOA LOOE, MAC, MARYS METRO, MINCOM MONTREAL, UNICEF UQUAM, YORK	ALBERTA, CCIC, CDEVAS EHEC, GUELPH, ICOD KILLAM, LOOE, MAC MONTREAL, NATLOC, OISE QUEENS, RYERSON, SASK SIMON, UNICEF, UWO XAVIER, YORK	ACQ, AUCCID, CCIC, EMDINS GISELE, HAWTIN, KILLAM, LAVAL LOOA, LOOE, MONTRBIB, NORAD RICHARDP, SIMON, TRENT, UNICEF
50-74	MCLN, OISE, RYERSONF SASK, SNOOPY	FACMED, MARYS, SMCMAST SNOOPY, TRENT	CUSODOC, JUN, MCLN, MONTREAL NATLOC, SMCMAST, SNOOPY, TERRY UQUAM
75-99	AGRIC, NATLOC SMCMAST, UWO	AGRIC, CUSO, MCLN	ALAIN, GATE, GUELPH, JENNIE OISE, SOCWORK, UQCM
100-124	AID	AID, IMFJL	AID, BRENDA, CDEVAS, FPPI MARYS, MAUREEN PORTAGE, UWO
125-149		GATE, SOCWORK	ICOD, LABCAN, RYERSON, SCARB
150-174	GATE	SCARB	

175-199			ACD106, CATINDEX, MCDOC
200-224	SCARB	ACD106	
225-249	KILLAM		TIM
250-299	ACD106	CARLETON, SLIS	
300-399	CARLETON, IMFSL		MGR
400-499			CARLETON
500-599		IMFSL	
600-699			IMFSL
700-799			COMM, UOMOR
800-899			
900-999			
> 1000	UOMOR 1089 IDRC-OTHER 1337 IDRC-REF 4339	UOMOR 1008 IDRC-OTHER 1949 IDRC-REF 5608	REF 6423
Number of non-users	37	36	not indicated

B

Table B1

DDB Service searching is done by:

	Number of Responses
Librarians	60
IDRC Program Officers	9
Government	0
NGOs	3
Technicians	12
Secretaries	3
Researchers	8
Faculty	4
Students	6
Public	0
Other(s): (14 examples given)	
Division Director, IDRC	
Deputy Director	
Consultant	
Research Assistant (4 respondents listed this title)	
Projets CADI	
CIDA Programme Administrator	
Administrative Assistant	
Cateloguers	
Research Officer	
Manager - Info Resources	
Online Searcher	

B

Table B2

Additional reasons given for using the Development Data Bases Service

- compiling manuscript reports
- answering students' requests for customized bibliographies on specific topics for essays and research projects
- providing a range of references for graduate students writing papers or theses
- performing data searches for CUSO co-operants and field staff for individual research at the IDRC library
- preparing project-related proposals for students and missionaries working in Third World countries; for long and short term projects, for full-time development workers
- learning what other agencies have done on a particular topic (IDRIS)
- producing project listings by country or subject; finding project -related literature
- searching the literature on topics related to documentation tools and methods projects
- training online searchers
- teaching online information retrieval using a Canadian information retrieval system
-

C.

Development Data Bases

- What subjects would you expect to find in the Development Data Bases Service?

As expected, most respondents chose many of the suggested topics. International development (68), Women in development (60), Technology transfer & the Third World (59), and Environmental issues in the Third World (60) received the largest number of votes, followed by tropical agriculture (51), water & sanitation in the Third World (50) and project evaluation (48). The others were Manpower planning (46), Biotechnology (36), and Children (36).

A large number of additional topics was suggested, and these are listed in Table C1.

- In seeking development information and related topics, would you search data bases other than those offered by the Development Data Bases Service?

Fifty of the respondents would search data bases other than those offered by the DDB Service; sixteen respondents would not. The data bases suggested as additional sources for development-related topics are listed in Table C2.

- How would you rate the DDB Service data bases?

BIBLIOL and IDRIS were by far the most highly rated data bases, with 43 respondents placing BIBLIOL in their top 15% rating and 53 in the top 25% category. The United Nations data bases (FAO, ILO, UNESCO, and UNIDO) were rated in the top 25% category by 20 to 25 respondents, varying with the individual data base. The most surprising fact revealed by this question is the large number of respondents who either selected "Don't know" or expressed no opinion about many of the data bases.

It does not seem necessary to maintain DEVSIS, SALUS and NRG as separate data bases. I would recommend that at least the first two, and probably all of them be included in the larger BIBLIOL data base; that is, that those records from these three data bases that

are not now represented in BIBLIOL be added to it. This would continue to make the records and the information available to users, without putting pressure on the IDRC staff to update these three individual data bases since they are now closed files. A dated contents statement or note to the effect that BIBLIOL contains the records of information formerly found in DEVSIS, SALUS AND NRG would be appropriate.

The rating table is included as Table C3.

- Generally speaking, are you pleased with the search results?

Respondents were asked to rate their satisfaction on a scale from No to Usually. Of the 70 who expressed an opinion, 45 rated their satisfaction with their search results in the top 25%; increasing the number in the group from 45 to 57 gave positive ratings in the top 40%. Only one or two were negative, and one of these attributed the dissatisfaction to lack of training and not to the data bases themselves.

- Which of the following features might improve your search results?

To the four choices given, the following rankings were given:

	First Choice	Second Choice	Third Choice	Fourth Choice
Broader subject coverage	11	8	2	3
Attending an update session	22	12	4	2
Changing format of records retrieved	3	4	3	3
more choice of fields displayed	3	2		
Subject headings	12	10	3	1
are they current enough?	Yes = 4, No = 7			
general enough?	Yes = 3, No = 2			
specific enough?	Yes = 0, No = 11			

No opinion expressed: 12

The update session was twice as popular as any other option - which reinforces the need to increase the level of training provided. A few users felt that the headings are not current enough; opinion was divided on whether or not they were general enough; and all respondents who expressed an opinion felt that they were not specific enough.

In addition to the four suggestions were offered, many users offered a number of their own; these are listed in Table C4.

- Additional data bases that might be considered for inclusion in the Development Data Bases Service

Respondents showed little or no knowledge of the data bases that were listed for potential inclusion in the DDB Service. The Register of Development Activities (UN) and BIBLIO (IMF/WB) were the first choice of eleven respondents; these two were selected by 27 and 25 respondents over-all. DIS (UN) (10) and SPAAR (6) were the next most popular first choices, with over-all selection by 23 and 18 respondents. The complete table is shown in Table C5.

There were relatively few additional data bases suggested - bases produced by the World Health Organization, and other agencies of the United Nations such as UNDP; bases produced by non-governmental organizations (but none specifically mentioned); UNEP (NON-INFOTERRA), and LISA.

The number of other data bases used as additional sources for information on development and related topics indicates that there is the potential for enhancing the coverage of the Development Data Bases Services. I would recommend that the IDRC group review the data bases listed, (and others as appropriate), to select those which might be added to the DDB Service to enhance or 'round out' its subject coverage. Because of the special relationships between IDRC and the agencies producing the data bases listed in Table C5, I would suggest that initial selection be made from this group. It would seem that IDRC is in a unique position to become the focus or 'gatekeeper', and perhaps the Canadian host for the non-commercial and not-for-profit development data bases; I would suggest that serious consideration be given to this possibility in long-range planning at the senior management levels.

Table C1

Additional topics suggested by respondents as subjects they would expect to find in the DDB : (selected once, unless otherwise indicated)

anything pertaining to Africa
community health
comparative development studies program at Trent University
cooperative industrie
co-operative societies
debt, structural adjustment
defence and development
demographic information
desertification
development impact studies
developpement economique et social des pays en developpement
economic planning
economics in the 3rd (2)
education in the 3rd world (7)
finance, debt, trade
fiscal policies of developing countries
fisheries, as distinct from aquaculture
formation - co-operation
human resources development in the 3rd
human rights, communication (2)
IDRC supported projects
indexing, thesauri in general and related to developing countries
industrial development in the 3rd
industrialization
information about information science project in the 3rd
information sciences and librarianship (2)
information systems in the 3rd
information technology, documentation, national information policies
literacy education
management public
ocean development subjects, especially in the FAO data base
organizations
population growth
population in the 3rd (2)
political situations (take-overs)
privatisation dans le PVD
public policies
research projects done by others on the same subject fields covered by IDRC
social issues related to development
training
urban development in the 3rd (2)

Table C2

Other data bases searched for development information and related topics

Additional data bases suggested by respondents as sources for development-related information included a wide range of political, agricultural, engineering, environmental, and general science and social science data bases, as offered by the commercial online vendors: (listed in descending order of times suggested)

25	PAIS
14	CABI
10	ERIC
6	Social SciSearch, Sociological Abstracts
5	Economic Literature Index
4	BIOSIS, Enviroline
3	Agricola, Agris International, Compendex, Foreign Trade & Economic Agstracts, GeoBase
2	Applied Science & Technology Index, DIALOG's environmental data bases, Environmental Bibliography, SciSearch, FRANCIS (Questel), MEDLINE, PASCAL
1	ABI/Inform, ACCIS (UN), AGRA, Aquaculture Biotechnology Abstracts, CBCA, CUBE (Carleton) DIS (UN DIESA), GAM, General Science Index, Georef, GPO Monthly Catalogue online Health Planning & Administration, Humanities & Social Science Index, ICONDA (on ORBIT), InfoGlobe, Inies South (UV), International Pharmaceutical Abstracts LISA, LOGOS, Magazine Index, Management Contents, MARLAW at U of the West Indies, National Newspaper Index, NEWSEARCH, NEXIS, NTIS, OSIS Law of the Sea PIM(UNDP), PIMRIS at U of the South Pacific, Pollution Abstracts, POPLINE, Population Bibliography, Population Index, PTS - F & S, PTS-Prompt SCAN-A-BIO, SPAAR in Africa, Supertech, TRIS, UNBIS (UN-NY), UNDP, U.S. Political Documents (DIALOG) Water Resources Abstracts

Several respondents referred only to search systems, such as CAN/OLE, DIALOG, and to DIALOG's files 49, 50, 611; or to various general periodicals indexes, regional type databases on DIALOG (i.e., Asia-Pacific)

C3

Table C3

How would you rate the DDB data bases?

	Very Useful 1	2	3	4	5	6	7	Not useful 8	Don't Know	No Opinion
ACRONYM	5	5	4	6	3	4	3	9	18	15
BIBLIOL	43	11	3	3	4	1	2		3	1
IDRIS	24	7	4	3	2	2	1	4	17	8
DEVSIS	3	4	7	6	7	4	2	6	20	11
SALUS	6	1	3	3	8	5	5	6	23	11
NRG	2	2	1	5	2	7	4	3	31	5
ILO	10	11	6	12	2	2	4	1	16	7
UNESCO	16	10	4	8	6	6	3		13	5
UNIDO	11	6	5	8	3	2	3	3	21	9
FAO	14	11	5	7	1	2	5		18	9
US AID	4	8	4	6		4	4	2	28	12

Table C4**Suggested features to improve search results:**

- improved search software; further enhanced search capability
- the whole structure of the data base needs to be redone/reworked
- better ability to search free text
- numbered references
- more chronological coverage (it would be nice to add retrospective files)
- more frequent updating of the UNESCO data base
- more documents, more updates - ILO, UNESCO, UNIDO tapes seem behind
- ajouter donnée plus recentes; plus grand nombre de documents depouilles
- in general, more up-to-date information on data bases desired
- inverting the author file; searching by personal author directly
- free text access with word adjacency specification
- keyword in title searching - it would be nice if it were less cumbersome
- having uniform entry standards (i.e., under language, use eng, not en, eng or engl)
- search on city name
- update ACRONYM data base; ACRONYM would be more useful with addresses and phone numbers
- at times, too many headings for very inter-related topics, e.g., food processing, distribution, marketing, etc., or agricultural production
- when searching education, sometimes experience problems with the specificity of the descriptors
- j'utilise la command TTITLEM quand ils ne sont pas assez specifiques
- telecommunication is so slow, we don't use it as often as we might
- problems getting connected

Note: attending an update session was the first choice of the majority of respondents.

Table C4

Suggested features to improve search results:

- improved search software; further enhanced search capability
- the whole structure of the data base needs to be redone/reworked
- better ability to search free text
- numbered references
- more chronological coverage (it would be nice to add retrospective files)
- more frequent updating of the UNESCO data base
- more documents, more updates - ILO, UNESCO, UNIDO tapes seem behind
- ajouter donnée plus recentes; plus grand nombre de documents depouilles
- in general, more up-to-date information on data bases desired
- inverting the author file; searching by personal author directly
- free text access with word adjacency specification
- keyword in title searching - it would be nice if it were less cumbersome
- having uniform entry standards (i.e., under language, use eng, not en, eng or engl)
- search on city name
- update ACRONYM data base; ACRONYM would be more useful with addresses and phone numbers
- at times, too many headings for very inter-related topics, e.g., food processing, distribution, marketing, etc., or agricultural production
- when searching education, sometimes experience problems with the specificity of the descriptors
- j'utilise la command TTITLEM quand ils ne sont pas assez specifiques
- telecommunication is so slow, we don't use it as often as we might
- problems getting connected

Note: attending an update session was the first choice of the majority of respondents.

Table C5

Additional Data Bases

	1	2	3	4	5	6	7	8	9	Unknown
Biblio (IMF/WB)	11	4	4	1	4	1				27
Reg. of dev activities (UN)	12	8	3	3	1			1		30
DIS	11	8	4		1					35
SPAAR	7	2	1	3	4			1	1	31
CDAS (McGill)	1	5	4				2			46
CUPID (AUCC)			2	4	2	2				46
BIRD	1	1	1	1		1			1	48
Carisplan	2	4	1	4	3			2		41
LRC (AIT)			1			1				38
PPD (AIT)			3					2	1	47

Services to Clients

Training

It is clear from the users' responses that more support is needed in the training area. Of the 70 who expressed an opinion, 48 either had not been to a training session in more than 3 years or had never been trained (their definition and recall!). 34 of the 53 indicating a desired frequency felt that more training was needed; 4 suggested that there was no need for seminars or workshops. The overwhelming choice was initially (not surprising!), with annual or biennial update sessions about equally supported.

It is encouraging to find that 50 of 63 respondents would be prepared to attend a regional training session if it were offered in conjunction with annual or regional conferences of other organizations or societies. This might be considered in conjunction with meetings of subject-focussed societies, such as the provincial library associations, or at a larger and more diverse gathering such as the Learned Societies. The latter venue is rather attractive since the Learned Societies usually meet on a university campus which could reduce the budget resources required to mount such a training session; since the Learned Societies' meetings stretch over several weeks, a focus or target period could be selected. Targeting the provincial associations would acquaint more librarians with the Development Data Bases Service. Initiatives in this vein have already begun, when Alain Lamirande was included in the recent IDRC group visits to universities. The questionnaire surveyed only members of the present user community, and their opinions support the idea of these visits though so far their physical attendance does not. More advance and direct advertising to individual account holders could be done for these sessions, by enlisting the assistance of the DDB Service contact person at the university, and by providing posters or notices to be posted in central locations at the institution being visited.

About half the respondents said they would be willing to host a training session - out of the 60 who indicated a preference, 26 said Yes, 7 said Possibly or Maybe; 27 were not prepared to do this.

The idea of a self-instructional package is a real winner! 62 out of 67 users would be interested; only 9 did not express an opinion. I would recommend that IDRC consider this very carefully, perhaps using a 'demo' disk with sample questions and searches and

several hundred to a thousand references, selected carefully so as to provide good retrieval when the queries are formulated properly. Designing the self-instructional package could begin at any time, but specific details and development should await the upgrading of the DDB Service support system and whatever changes may be made in the user or human interface.

Documentation

Over-all, the various user aids were considered very useful (Table D1). Several respondents said that *Users' Manual - Query / MINISIS* and the *Data Base Descriptions* need updating, (which was already known), and that *Communiqué* should be issued more frequently and regularly. It is recommended that the *Users' Manual* be updated, streamlined, and made easier to use (for example, spiral binding would help). Taking into account that many users do not and will not read the entire manual through; a 'quick reference' summary sheet would be very useful. I would also recommend that the Reference Librarians be consulted on this project - whether the actual writing is done by a member of the Library staff, or whether someone else within the IDRC staff group with writing experience is co-opted. The Reference Librarians use a number of commercial online systems and have extensive experience with the manuals and other user documentation provided for those systems. It is also recommended that as much help as possible be provided online so that the searcher, whether an intermediary (probably experienced) or end-user (and probably a less frequent searcher), can be assisted at the point of need.

User Assistance

The users' responses to the User Assistance or "Help Desk Service" was underwhelming! Many respondents expressed an opinion, but that opinion was that they almost never came in to see, telephoned, wrote or used electronic messaging to get in touch with the IDRC group. Those who did said they found the information received useful, and any additional written comments were generally complimentary. The Reference Staff received more inquiries than the other groups, and this is not surprising, since library patrons would normally use this group as their first point of contact for interacting with the IDRC Library. User assistance for an online data base service involves technical assistance in using the

online system, as well as knowledge of data base subject coverage and query formulation, and the 'help desk' person must be able to provide both. It is recommended that the Development Data Bases Service Manager be the prime focus for the Help Desk, with the members of the reference group providing back-up.

A large number of respondents expressed no opinion at all about using the regular mail or ENVOY to communicate with the DDB Service:

56 indicated little or no use of the postal service, and

59 responses were equally divided between very little to no use of electronic messaging (ENVOY address: IDRC.DDB)

Since communication is a two-way process, increasing the frequency of *Communiqué* and other communication mechanisms may encourage clients to get in touch with the DDB Service group. This study did not attempt to track interactions at the Reference Desk when in-person or telephone inquiries about the DDB Service were handled; the reference statistics currently recorded do not break out these queries as a specific type. I would recommend that the Associate Director, Information Sciences Division, and the Head of Reference review the statistics collection situation to ascertain if this breakdown would be desirable or useful.

Do you need to share information with other users?

Of the 63 respondents who expressed an opinion, 27 said 'yes', and 36 said 'no'; 12 provided no answer. However, there was no obvious vehicle selected by the 25 yeses from the three choices offered. For those who rated each option as their top choice, an equal number said that the same three choices were not important.

- *Communiqué* was rated in the top half by 20 respondents;
- Electronic bulletin board by 18, and
- User groups by 14.

The comment was made that *Communiqué* would be a good vehicle if it were improved and distributed regularly.

Since there is no obvious winner, I recommend that the Development Data Bases Service Manager concentrate on making *Communiqué* a more frequent method of communication between the DDB Service and its users, and continue to encourage the use of IDRC.DDB on ENVOY 100 for incoming queries. *Communiqué* could be published

two or three times a year; it is important that a frequency be established so that users can expect regular communication. An early issue might give an updated description of the DDB Service and upcoming changes, and provide information for respondents on some of the questionnaire results; future issues could feature descriptions of individual data bases, provide sample searches or hints for successful searching, advertise training sessions, etc.

I do not think that the resources required to set up successful user group(s) would make this an economic option at this time. Instead, I would suggest that serious consideration be given to enlisting the participation of a few of the more frequent users as an Advisory Board, Group or Panel, (chaired by the DDB Service Manager), and beginning with perhaps two or three user members and one or two from the IDRC Library group. These advisers could serve on a rotating basis, so that the institutions or organizations from which they come would not feel pressed to dedicate extensive resources to this activity. Members of such an Advisory Board could communicate using computer-based messaging as an alternative to in-person meetings, and IDRC might consider providing some funding support of their ENVOY use, for example, as an encouragement to individuals to join the Board.

Table D1

Client Services - Documentation

	1 Very Useful	2	3	4	5	6	7	8 Not Useful	Don't Know	No Ans
DATA BASE DESCRIPTIONS	22	15	6	12	4	5	2	2	4	3
IDRC Library	3	3					1			
Other	3	3		4				2	2	1
USERS' MANUAL QUERY MINISIS	14	13	5	9	8	5	3	5	2	10
IDRC Library	1	4			1					1
Other	3	3		3		1		3		2
IDRC ANY TABLES	20	4	1	4	4	2	4	11	15	9
IDRC Library	3	2		1	1					
Other	3	1	1	1	1		1		4	1
CUM ED & CHANGES MACROTHESAURUS	16	7	7	6	5	3	5	9	10	7
IDRC Library	4				1		1		1	
Other	2	1	1	1		2	1	1	4	2
Communiqué	12	6	3	6	2	4	4	5	19	13
IDRC Library	2	1	1		1			1	1	
Other	2			1		1			8	2

Note: The IDRC Library and Other groups are included in the total counts.

Future Planning

- If IDRC were to charge for searching the Development Data Bases Service, would you wish to remain a user?

I was very encouraged to note the level of support for users remaining as users if IDRC were to charge for search the Development Data Bases Service. Of the 60 who expressed an opinion, 50 said they would be prepared to pay; however, for some, acquiescence was tempered by the level of charging. Few of the IDRC respondents answered this question - many marked the whole section N/A (which was read as not applicable). Table E1 shows the divisions of choices among the options offered. There were no other suggestions offered for methods of charging. It is also interesting to note that 14 of the positive respondents offered no preference for billing options.

- The present service is 'do it yourself' online, or delegated to IDRC Reference staff. Would you be interested in receiving the IDRC data bases (BIBLIOL, ACRONYM, IDRIS) on floppy disks for local mounting and use?

This idea didn't really catch on, and the user community expressed only lukewarm interest. Of the three data bases,

BIBLIOL was the first choice with 30 votes (plus 2 maybe's), then
IDRIS with 20 (and one maybe), and
ACRONYM with 15 (plus one maybe).

However, 29 respondents said 'no' to BIBLIOL (and two gave no answer), 33 said 'no' to IDRIS (with six no answers); and 35 said 'no' to ACRONYM (plus nine no answers).

- Would you be interested in receiving subject-focussed or regional sub-sets of these data bases on floppy disks?

The idea of providing subject or regionally focussed sub-sets of these data bases was also less than enthusiastically received. Of the 48 who expressed an opinion, only 12 were positive (and 5 offered suggestions for possible subjects or regions)¹; 36 said 'no'; and another 17 did not answer this question.

- If the full IDRC data bases (ACRONYM, BIBLIO, IDRIS) were available on one CD-ROM (including search software), would you be interested in purchasing it?

This suggestion was more favourably received, with the positive responses outnumbering the negative by a factor of 3 to 2. 57 users responded: 33 said yes, 4 said maybe, doubtful or don't know, and 20 said no. 18 expressed no opinion.

- What do you think it might cost to purchase this CD-ROM?

It is interesting that not all the respondents selected the least expensive category when answering the question: What do you think it might cost to purchase this CD-ROM? While 19 did elect the 'bargain' rate (\$100 to \$249), 14 thought that it might cost \$250 to \$499; 4 selected the range \$500 to \$749, and one rose to \$750 to \$999. Of the 57 respondents, 9 did not estimate a purchasing cost.

¹ Suggested subject or regional sub-sets:

- by IDRC regions and programs
- economic and social development
- Latin America and the Caribbean
- education
- Africa, Latin America & the Caribbean, Asia, Pacific,
and the subjects one might expect to find in the DDB Service data bases
- SAHEL, MAGHREB, Afrique francophone
- Asie, Afrique, ils sont infinis!

New Technologies

The new CD-ROM technology offers a number of possibilities for an organization such as IDRC. The tremendous storage capability would permit using compact disks as a back-up medium instead of microfiche or microfilm. In addition, the disk storage also provides a search program that could facilitate retrieval of records in the same manner as the online system. Thus, CD-ROM technology not only provides back-up storage, but also permits the users to access the information stored in the same manner as the online system; which microform back-up simply cannot do. Records added to the online file between disk masterings could be stored on a hard disk, with back-up provided from the mainframe or mini-computer on which the online system is mounted.

CD-ROM offers the additional advantage of file distribution, particularly to off-site or distant users. This could be very useful for out-of-country users, especially those in the Third World countries where access to efficient telecommunications service is not readily available. By acquiring a micro-computer and a compact disk reader, the remote user could have all the records currently available in the IDRC data bases at his fingertips; without the complication of connecting to the IDRC computer via uneven telecommunication linkages. Records added to the files between disk masterings could be supplied to the remote locations using floppy disks, the contents of which would be loaded on the microcomputer hard disk at the remote site. Thus, the remote or foreign user could access the IDRC DDB Service data bases using the same (or similar) software to that made available online to the Canadian and North American users.

Although moving to CD-ROM technology may be a tad premature, I would recommend that the Information Sciences Division management group consider carefully the possibilities of using this medium; and I would recommend that the feasibility of moving to compact disk as a back-up instead of microform be investigated fully.

E1

Table E1

Given a choice, would you prefer to be billed by:

	1st choice	2 choice	3 choice	4 choice	5 choice
Connect time	26	10	4	2	3
Off-line prints	5	6	11	4	8
Telecommunications	8	14	8	6	-
Documentation	2	12	6	12	1
Subscription	8	2	5	4	18
(two additional respondents rated this as 9th choice, or a firm NO)					

Appendix I

Responses of the IDRC user group to specific sections of the questionnaire

- The questionnaire was distributed to 35 members of the IDRC group; 23 responded. Two classified themselves as non-users: one because the online link was not yet in place, and the other indicated that he did not use the DDB Service personally.
- Almost half of the IDRC group classed themselves as frequent users; three-quarters of the group fell in the upper half of use frequency

For what purposes is the DDB Service used?

	IDRC Library	IDRC Other
Verification of references	6	6
Location of specific items (for ILL or pcopy requesting)	2	6
Document delivery (to request loans or pcopies)	2	2
Preparing bibliographies	3	6
To find information to satisfy specific requests	6	10
Others: literature searches on topics related to documentation tools& methods projects verification du systeme (mises a jour, etc.) project listings by country or subject		



INTERNATIONAL DEVELOPMENT RESEARCH CENTRE
CENTRE DE RECHERCHES POUR LE DÉVELOPPEMENT INTERNATIONAL

Date: January 15, 1990

Dear Colleague:

In June 1979, the Board of Governors of the International Development Research Centre approved a two-year project to make available online to Canadian government and not-for-profit organizations IDRC's data bases as well as data bases received from several United Nations organizations. The principal purpose of this project was "to bring a wealth of development information to the community of Canadian research institutions." Since 1982, this activity has been incorporated into the regular program of the IDRC Library, and is called the Development Data Bases Service (DDB).

This service has grown steadily in all aspects during the past seven years. There are 180 users in 14 countries 80% of the users are in Canada. The DDB Service provides access to eleven data bases: BIBLIOL (IDRC Library), ACRONYM, DEVSIS, SALUS, IDRIS, NRG and the data bases produced by FAO, ILO, Unesco, UNIDO and USAID.

In order to tailor its service to meet the information needs of its current and potential users, the Library is undertaking a review of the Development Data Bases Service. Ellen Pearson has been engaged to undertake this study. We are seeking input from our users by asking you to complete and return the attached questionnaire. The information gathered will assist us by providing some indication of the need, use and impact of the DDB Service.

As the time frame for this part of the review is extremely tight, we ask that you take a few moments to complete and return this questionnaire in the envelope provided as soon as possible, and not later than FRIDAY, JANUARY 26, 1990.

The ability of the IDRC Library to serve its clients effectively and efficiently depends upon our knowing as much as possible about your information needs. Thank you very much for your co-operation; we look forward to receiving your valued input.

Yours sincerely,

Valerie Monkhouse

Valerie Monkhouse
Associate Director
Information Sciences Division

Revised Version
January 1990

**International Development Research Centre
Development Data Bases Service**

Name of person completing questionnaire: _____
Title: _____

Is your organization/institution now using IDRC's online data base service (DDB)?
(ACRONYM, AID, BIBLIOL, DEVSIS, FAO, IDRIS, ILO, SALUS, UNESCO, UNIDO)

☐ No. If not, please, could you indicate why not? _____

Please return this questionnaire to E. Pearson in the envelope provided. Thank you for your assistance.

☐ Yes (Please indicate your opinion on frequency of use by making a vertical mark

Frequently

Occasionally

Is the searching done by: (check as many as apply)

☐ librarians ☐ IDRC program officers ☐ government ☐ NGOs ☐ technicians
☐ secretaries ☐ researcher ☐ faculty ☐ students ☐ public ☐ other(s): (list job
titles) _____

For what purpose(s) do you use the DDB? (Check as many as apply and add others if appropriate)

☐ verification of references
☐ location of specific items (for interlibrary loan or photocopy requesting)
☐ document delivery (to request loans of photocopies)
☐ preparing bibliographies
☐ to find information to satisfy specific requests
☐ other: (Please give examples) _____

Development Data Bases

What subjects would you expect to find in the DDB service data bases? (please check as many as apply, and add any others)

☐ international development; ☐ tropical agriculture; ☐ women in development
☐ water & sanitation in the 3rd World; ☐ technology transfer & the 3rd World;
☐ manpower planning (ILO); ☐ project evaluation (US AID, IDRC) -
☐ biotechnology (UNESCO & IDRC); ☐ science & technology policy; ☐ children
☐ environmental issues in the 3rd World; other(s): _____

In seeking development information and related topics, would you search data bases other than those offered by the DDB? ☐ Yes ☐ No

If so, please list those data bases that might be useful _____

Do you need to share information with other users? ☐ Yes ☐ No
If so, please rank the following media? Highly ☐ Not ☐



INTERNATIONAL DEVELOPMENT RESEARCH CENTRE

CENTRE DE RECHERCHES POUR LE DÉVELOPPEMENT INTERNATIONAL

Date

Chère collègue,
Cher collègue,

En juin 1979, le Conseil des gouverneurs du Centre de recherches pour le développement international a approuvé un projet d'une durée de deux ans ayant pour objet de permettre au gouvernement canadien et à des organisations à but non lucratif d'avoir accès en direct aux bases de données du CRDI de même qu'à des bases de données reçues de diverses organisations des Nations Unies. Ce projet avait principalement pour objet de «mettre une multitude d'informations sur le développement à la disposition des institutions de recherche canadiennes». Depuis 1982, cette activité a été intégrée au programme ordinaire de la Bibliothèque du CRDI et porte le nom de Service de bases de données sur le développement (SBDD).

Au cours des sept dernières années, ce service n'a cessé de croître à tous les égards. Il compte 180 utilisateurs dans 14 pays, et 80 % d'entre eux sont au Canada. Le SBDD permet d'avoir accès à onze bases de données : BIBLIOL (Bibliothèque du CRDI), ACRONYM, DEVSIS, SALUS, IDRIS, NRG, ainsi que les bases de données produites par la FAO, le BIT, l'Unesco, l'UNIDO et la US AID.

Pour mieux répondre aux besoins en matière d'information de ses utilisateurs actuels et éventuels, la bibliothèque effectue actuellement un examen du Service des bases de données sur le développement. M^{me} Ellen Pearson a été embauchée pour mener à bien cet examen. Nous souhaitons connaître l'opinion de nos utilisateurs et, à cette fin, nous vous demandons de remplir le questionnaire ci-joint et de nous le retourner. Les renseignements recueillis nous seront fort utiles, car ils nous donneront une idée de l'utilisation et de l'impact du SBDD, ainsi que des besoins.

Comme nous disposons de très peu de temps pour cette partie de notre examen, nous vous serions reconnaissants de prendre quelques instants pour remplir ce questionnaire et nous le retourner le plus tôt possible dans l'enveloppe qui vous est fournie, au plus tard le vendredi 26 janvier 1990.

Pour être davantage en mesure d'offrir des services efficaces et efficients à ses clients, la bibliothèque du CRDI doit obtenir le plus de renseignements possible sur leurs besoins en matière d'information. Nous vous remercions de votre collaboration et attendons votre réponse avec impatience.

Recevez, chère collègue/cher collègue, nos meilleures salutations.

Valerie Monkhouse

Valerie Monkhouse
Directrice associée
Division des sciences de l'information

Janvier 1990

**Centre de recherches pour le développement international
Services de bases de données sur le développement**

Nom de la personne qui remplit le questionnaire: _____
Titre: _____

Votre organisation/institution a-t-elle recours actuellement au service en direct de bases de données sur le développement (SBDD) du CRDI (ACRONYM, AID, BIBLIOL, DEVSIS, FAO, IDRIS, ILO, SALUS, UNESCO, UNIDO)?

☐ Non. Dans la négative, veuillez préciser pourquoi? _____

Prière de retourner ce questionnaire à E. Pearson dans l'enveloppe qui vous est fournie. Nous vous remercions de votre collaboration.

☐ Oui (Indiquez la fréquence d'utilisation par un trait vertical)

Souvent

À l'occasion

Le SBDD est consulté par (cochez toutes les réponses appropriées):

☐ bibliothécaires ☐ administrateurs de programme du CRDI ☐ ONGs ☐ employés du
gouvernement ☐ techniciens ☐ secrétaires ☐ chercheurs ☐ étudiants ☐ public
☐ membres du corps professoral ☐ autre(s): (énumérez leur titre) _____

À quelle fins vous servez-vous du SBDD? (Cochez toutes celles qui s'appliquent et ajoutez-en d'autres s'il y a lieu.)

☐ vérification du références
☐ repérage de documents spécifiques (pour les demandes de prêt entre bibliothèques ou de photocopie)
☐ fourniture de documents (pour les demandes de prêt ou de photocopie)
☐ préparation de bibliographies
☐ repérage d'information aux fins de répondre à des demandes particulières
☐ autre (fournir des exemples) _____

Bases de données sur le développement

Quels sujets vous attendez-vous à trouver dans les bases de données du SBDD? (Cochez tous les sujets appropriés et ajoutez-en s'il y a lieu).

☐ développement international; ☐ agriculture tropicale; ☐ femmes et développement
☐ eau & assainissement dans le Tiers-Monde; ☐ transfert de technologie et Tiers-Monde;
☐ planification de la main-d'oeuvre (BIT); ☐ évaluation de projets (US AID, CRDI)
☐ biotechnologie (UNESCO & CRDI); ☐ politique scientifique & technologique; ☐ enfance
☐ questions environnementales dans le Tiers-Monde; autre(s): _____

Services aux clients

Documentation: (veuilles indiquer votre opinion à l'aide d'un trait vertical sur l'échelle d'évaluation ci-dessous):

Nous aimerons connaître votre opinion sur les auxiliaires suivants qui sont destinés au soutien des utilisateurs du Service de bases de données sur le développement:

	Très utile	Jamais utilisé	Ne sais pas
<i>Descriptions des bases de données</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<i>Manuel de l'utilisateur</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<i>- fonction recherche/MINISIS</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Bibliothèque du CRDI - Tables de groupe	<input type="text"/>	<input type="text"/>	<input type="text"/>
Liste cumulative des additions internes dans le Macrothésaurus	<input type="text"/>	<input type="text"/>	<input type="text"/>
<i>Communiqué (publié irrég.)</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Formation: Quand avez-vous (ou quelqu'un de votre organisation a-t-il) assisté pour la dernière fois à une séance de formation ou de mise à jour sur le Service de bases de données sur le développement?

___ en 1989 il y a ___ 1 an à 2 ans ___ 3 à 4 ans ___ jamais

Fréquence des séminaires/ateliers de formation:

___ il en faudrait plus ___ il y en a juste assez ___ pas nécessaires

Quel moment conviendrait le mieux à la formation? ___ au début

___ après 3 mois d'utilisation ___ mises à jour annuelles ___ mises à jour bisannuelles

Si les séminaires/ateliers de formation ou de mise à jour étaient offerts dans le cadre de congrès annuels ou régionaux d'autres organisations ou sociétés, y aurait-il quelqu'un de votre organisation qui serait intéressé à y assister? ___ Oui ___ Non

Votre organisation serait-elle prête à accueillir une séance régionale de formation?

Seriez-vous intéressé(e) à employer un module autodidactique?? ___ Oui ___ Non

Aide aux utilisateurs - service de dépannage (veuillez indiquer votre opinion à l'aide d'un trait vertical sur l'échelle d'évaluation ci-dessous):

		Utilisé souvent	Jamais utilisé
En personne	gestionnaire des BDD	<input type="text"/>	<input type="text"/>
	(A. Lamirande)	<input type="text"/>	<input type="text"/>
	personnel de réf. du CRDI	<input type="text"/>	<input type="text"/>
	autre(s): _____	<input type="text"/>	<input type="text"/>
Par téléphone	gestionnaire des BDD	<input type="text"/>	<input type="text"/>
	(A. Lamirande)	<input type="text"/>	<input type="text"/>
	personnel de réf. du CRDI	<input type="text"/>	<input type="text"/>
	autre(s): _____	<input type="text"/>	<input type="text"/>

Si l'ensemble des bases de données du CRDI (ACRONYM, BIBLIOL, IDRIS) était offert sur un seul CD-ROM (y compris le logiciel de consultation), seriez-vous intéressé(e) à l'acquérir?
☐ Oui ☐ Non

Combien devrait coûter ce CD-ROM?

☐ de 100 \$ - 249 \$ ☐ de 250 \$ - 499 \$ ☐ de 500 \$ - 749 \$ ☐ de 750 \$ - 999 \$

Veillez retourner ce questionnaire dans l'enveloppe qui vous est fournie au plus tard le vendredi 26th, 1990. (notre FAX : 519-824-6931) Nous vous remercions de votre collaboration

☐ Veuillez cocher si vous désirez obtenir plus de renseignements au sujet du Service de bases de données sur le développement du CRDI.

